

Use common sense. Think about the company's overall approach to AI-powered chatbots for work-related activities. Use common sense when applying any policy and consider the use of chatbots such as ChatGPT and Google Bard in the workplace.

Create a policy. The AI chatbots at work policy should set out the approach of the business and reflect the culture and image of the company, both in the workplace and when working remotely.

Embrace emerging technology. There are many opportunities that come with AI, and they can save businesses much time and expense when used appropriately especially for content generation.

Consult the workforce. Take your employees with you on this journey and ensure they understand that these tools present a number of risks to the company. Employers are always advised to consult their stakeholders if they are considering prohibiting certain things to show regard for issues that may arise.

Data protection. Employees need to understand the dangers such as sharing confidential information. ChatGPT is hosted in the cloud which means the queries you ask it are being posted to a remote data centre. This means that the data is not secure.

Be clear with employees. If the company feels it needs to have a policy because employees are using chatbots for work-related activities, set out the limits of use. In the policy set out the acceptable use of AI-powered chatbots and what types of tasks they may be used for and what is prohibited use.

AI if used in the wrong way could increase the risk of data breaches, fraud, identity theft and financial loss. Business owners need to be vigilant and compliant and provide training for staff. Be clear in your terms of business with clients and customers on your obligations in relation to GDPR.

AI has enormous potential to facilitate change and business owners need to ensure that their approach to AI remains current and effective. As these tools continue to advance and develop, assess and navigate the risks associated with using them.

If you're unsure about how to implement any of these strategies or need HR advice and support reach out to natalie@hr2goconsultancy.co.uk 07779 508972 01279 771098